



PRODUCT: ALL
SERVICE ADVISORY # 039
DATE: November 27, 1985

Subject

3M™ DC1000 TAPE CARTRIDGES

COMPAQ® Dealer Support has recently received reports from the field regarding 3M DC1000 Tape Cartridges and format failures. A typical error message will normally appear as "Tape cannot be physically formatted." The reason that the format fails is due to a partially erased (degaussed) cartridge. A limited quantity of tape cartridges were shipped from 3M without being properly erased. The suspect tape cartridges may be identified by the first five digits of a nine digit date code/serial number stamped on the metal baseplate of the data cartridge. Date codes which may be affected are as follows:

70525, 70527, 70529, 70531, 70533, 70535, 70537
70526, 70528, 70530, 70532, 70534, 70536, 70538

Please note that all tapes that fall into this serial number range may not be affected. A tape that is affected, however, will fail on the first attempt to format.

*** IMPORTANT ***

3M has confirmed that none of the DC1000 cartridges listed above were distributed to COMPAQ Computer Corporation. DO NOT SHIP THESE TAPES BACK TO COMPAQ. The correct procedure for handling these affected tape cartridges is to contact your local 3M sales representative for a warranty replacement. 3M also states that cartridges falling in this serial number range that have been returned to 3M and properly erased can be identified with a 3/4" RED DOT affixed on the shipping box.

For further information or clarification contact COMPAQ Dealer Support at:

800-231-9977	(All Authorized Dealers)
Telex:	795437
A/B:	COMPAQCOMP HOU (Houston, TX)
Telex:	898630
A/B:	COMPAQ TTX D (European Headquarters)
49-89-926-970	
Telex:	889126
A/B:	COMPAQ G (United Kingdom Headquarters)
44-1-940-8860	

Telex:
Attn:
33-1-6-446-3625

603124
COMPAQ (French Headquarters)

416-449-8741

(Canadian Headquarters)

Telex:
A/B:

72566
COHQ AA72566 (Australian Headquarters)

cc: Store Manager